


PHARMACY AND STORES



ASSOCIATED HOSPITAL

GOVERNMENT MEDICAL COLLEGE KATHUA

SOP FOR PHARMACY AND STORES

	GOVT. MEDICAL COLLEGE, KATHUA JAMMU AND KASHMIR	Doc. No.	02
		Issue Date	22-06-2020
		Revision Date	22-12-2020
		Revision No.	
		Next Review	22-06-2021
		Total Pages	25

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Document Approval

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About the Department:

Scope of services - It covers all activities under the purview of medicine, equipment and goods storage within the hospital.

Timings – Round the clock, 24*7 services.

Quality Policy :

Associated Hospital, GMC kathua is committed to provide service excellence in an equitable way with best practices in Medicare and maintaining highest standards of quality with assurance to treat patient with due respect, compassion and dignity in a safe environment. This would be achieved through:

- i. To Place at the core of service Delivery.
- ii. To encourage attainment of best practice.
- iii. To promote a patient centric service delivery.
- iv. To ensure patient, visitors and employees safety.
- v. To work towards a continuous improvement of health indicators.
- vi. Universal access to integrated and comprehensive primary and secondary health care services
- vii. To promote free services to the economically deprived section of society.

Quality Objectives

- i. To focus on quality of care of patient.
- ii. To improve the performance of all health care professional.
- iii. Involvement all employees to participate in Quality improvement.
- iv. To monitor, measure and improve performance and to enhance patients satisfaction (PDCA).
- v. To guard, measure and improve patient/employees safety.
- vi. To search for patient of Non- Compliance with goals, objectives and standard though.
 - Problem Identification.
 - Problem Assessment.
 - Finding the Root cause (Root Cause Analysis)
 - Solution Generation
 - Plan for Solution Implementation
 - Implementation of corrective action and monitoring

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Indenting of Drugs from District Ware-House

S No.	Activity	Responsibility	Record
1.	Pharmacy-In charge shall maintain an adequate stock of at least 1 month	Pharmacy - Incharge	Indent
2.	Forecasting of drugs and consumables shall be done scientifically based on past month's consumption rate and disease load.	Pharmacy - Incharge	Indent
3.	Pharmacy in-charge shall prepare list of items and materials to be procured after checking the stock availability. This indent shall be forwarded to JKMSCL for approval.	MO Store/Storekeeper	Indent
4.	After approval from concerned official the indent is forwarded to Central Medical Store.	Pharmacy - Incharge	Indent

Reference Standard: ME G4.2

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Local Purchase of Drugs

S No	Activity	Responsibility	Record
1.	Local purchase of drugs from a previously approved vendor shall be done in case the drug prescribed for the patient is out of stock.	Pharmacist	Stock register, local purchase register
2.	In case the patient/patient attendant purchases the drug from local market the drug.	Pharmacist	local purchase register

Reference Standard: ME G4.2

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Reception of Drugs and Items

S No	Activity	Responsibility	Record
1.	Drugs shall be received in the hospital from JKMSCL based on the requirement generated and sent by the hospital. The drugs are supplied as per the availability.	Pharmacy - Incharge	Challan Sheet
2.	The drugs received shall be identified and their quantity checked. The drugs received shall be verified for expiry, brand, quantity and packing conditions. Pharmacist shall then update the drug stock ledger.	Pharmacy - Incharge	Challan sheet, Drug stock ledger
3.	The items and the quantity received shall be entered in the stock register.	Pharmacy - Incharge	Stock Register
4.	The drugs which are not received shall be noted and intimated to the MO Store/Storekeeper particularly for those required on urgent basis.	Pharmacy - Incharge	Stock Register
5.	A list shall be prepared for the drugs received as damaged or expired (If any). Such drugs shall be segregated and a detailed note put up by MO Store/Storekeeper to JKMSCL for replacement	Pharmacy - Incharge	List of damaged/expired drugs

Reference Standard: ME G4.2

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Storage of Drugs

S No	Activity	Responsibility	Record Keeping
1.	The drug stock shall be stored in their respective places on racks, shelves or in drawers with proper labelling.	Pharmacist/Store keeper	Nil
2.	Direct storage of cartons on the floor shall be avoided so as to prevent damage by moisture.	Pharmacist/Store keeper	Nil
3.	Stock shall be arranged neatly in alphabetic order with the label bearing the name of the product in front.	Pharmacist	Nil
4.	The Stock with longest shelf life shall be stored farthest to the back or to the left.	Pharmacist	Nil
5.	Controlled drug substances like narcotics, and other potent drugs shall be stored in their designated cupboard/drawer under double lock system. One key for the same shall be with the pharmacist and the other with Store-Incharge.	Pharmacist	Nil
6.	High risk Medications like sound alike and look alike drugs or reagents or chemicals shall be stored separately and labelled accordingly.	Pharmacist	List of High Risk Medications
7.	A list of commonly used look alike & sound alike drugs shall be prepared and displayed at the pharmacy counter. The substances considered in this list shall be doubly checked to ensure the name, potency etc.	Pharmacist	List of High Risk Medications
8.	Heavy items shall be stored in lower shelves. Fragile items shall not be stored at the edges of the shelves	Pharmacist	Nil
9.	Medications shall be stored at stipulated temperature areas, protected from excessive light, dust and humidity. It is essential to follow the product manufacturers' storage instructions to the	Pharmacist	Nil

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	extent possible. If not possible, store the products at most suitable conditions available.		
10.	Items requiring refrigeration shall be stored appropriately. The temperatures should be checked by designated personnel daily and recorded in registers. Temperature Monitoring Book shall be maintained for monitoring of the temperature of refrigerator	Pharmacist	Temperature recording Register/ Book
11.	Medications that are considered light-sensitive, as labelled by their respective manufacturers, shall be stored in closed drawers	Pharmacist	Nil
12.	Unused, Unopened and damaged products shall be stored in a separate area and records maintained to return the products to the Central Store	Pharmacist	Stock Register
13.	The storage areas shall always be maintained neat and tidy at all times. Procedures shall be laid down for daily & periodic cleaning.	Pharmacist	Housekeeping checklist
14.	Storage areas shall be regularly checked for signs of pests, water damage and deterioration due to climatic conditions.	Pharmacist	Pest control register
15.	Stringent storage conditions shall be followed in case of products like vaccines, kits, sera and other potent drugs, which require specific storage conditions to maintain potency.	Pharmacist	Nil
16.	Work instruction for storage of vaccines shall be displayed at point of use.	Pharmacist	
17.	ILR and deep freezer for vaccine storage should have functional temperature monitoring devices.	Pharmacist	Nil
18.	Temp. of ILR: Min +2 °C to 8 °C in case of power failure min temp. + 10 °C shall be maintained	Pharmacist	Temperature monitoring register
19.	Temp. of Deep freezer cabinet shall be maintained between -15 °C to -25 °C.	Pharmacist	Temperature monitoring register
20.	Yearly verification of sub stores of the facility shall	M.O	

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	be conducted by the M.O Stores.	Stores/Pharmacist	
Temperature Control & Monitoring			
21.	Designated personnel shall be appointed for daily temperature monitoring.	Pharmacist	Daily temperature monitoring checklist
22.	The temperature and humidity in the pharmacy shall be checked daily, using a designated thermometer/hygrometer. The temperature shall be recorded at different times of the day (i.e. in various shifts).	Pharmacist	Daily temperature monitoring checklist
23.	The thermometer should be periodically calibrated to ensure correct temperature measurement.	Pharmacist	Equipment register
24.	Periodic service of the air conditioner shall be done.	Pharmacist	

Reference Standard: ME G4.2

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Disposal of Expired Drugs

S No	Activity	Responsibility	Record
1.	Expired goods shall be stored in separate shelf/cupboard marked "EXPIRED GOODS NOT FOR SALE" to prevent misuse.	Pharmacist	Expiry Drug Register
2.	Due importance shall be given to the expiry date of medicines. Periodic checking for expiry date shall be carried out.	Pharmacist	Expiry Drug Register
3.	Expired drugs shall be segregated and returned to Central Medical Store (CMS) and the expiry drug register shall be updated.	Pharmacist	Expiry Drug Register
4.	A committee formed for the reason shall analyze the expiry trends.	Expiry Drugs Committee	
5.	Expired drugs are disposed off in yellow dustbin and further sent to CBWTF.	Pharmacist	

Reference Standard: ME G4.2

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Dispensing of Medicines at Pharmacy

S No	Activity	Responsibility	Record
1.	No medication shall be dispensed from pharmacy without a written prescription.	Pharmacist	Prescription
2.	Medication dispensing shall be done with care to prevent any medication error. Following shall be checked before dispensing of medication. <ul style="list-style-type: none"> – Medicine prescribed – Dose of prescribed medicine – Expiry date of the medicine prescribed 	Pharmacist	Prescription
3.	On satisfactory checking the pharmacist shall then dispense the drug to the patient (OP) and to Ward boy/Aaya in case of Inpatient drug indent	Pharmacist	Drug Dispensing register
4.	While removing medicines, care should be taken to remove the medication either from the front or the right hand side of the rack (Goods with later expiry are placed behind or on the left.) EEFO: Early expiry first out FIFO: First in first out.	Pharmacist	Nil
5.	Details of drug dispensed are documented in the drug dispensing register.	Pharmacist	Drug Dispensing register
Dispensing High Risk Medications			
6.	Definition: High-risk medications are drugs that bear a heightened risk of causing significant patient harm when they are used in error. Although mistakes may or may not be more common with these drugs, the consequences of an error with these medications are clearly more devastating to patients.	Pharmacist	Nil
7.	These drugs shall be made available only on provision of written prescription of a qualified doctor. For Narcotics a separate narcotic prescription shall be used.	Pharmacist	Narcotic prescription
8.	The drug, dose, route, time and frequency of administration shall be double checked before	Pharmacist	Narcotic prescription

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	dispensing of these drugs.		
9.	Prescriptions that are incomplete, erased or overwritten will be considered as invalid and shall be rejected for dispensing at pharmacy.	Pharmacist	Narcotic prescription
10.	For Narcotic prescription the pharmacist shall verbally cross check the prescription with the treating consultant over phone.	Pharmacist	Narcotic prescription
11.	After dispensing any narcotic drug the narcotic register shall be updated by the pharmacist.	Pharmacist	Narcotic register
12.	Points to be noted: <ul style="list-style-type: none">- Maintain hygiene while dispensing to avoid contamination.- Eye applicaps might need special precaution.	Pharmacist	Drug dispensing register

Reference Standard: ME G4.2

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Indenting drugs to patient care area

S No	Activity	Responsibility	Record
1.	Dept In-charge shall prepare list of drugs & consumables in an indent form after checking the stock availability. This indent shall be forwarded to Store - Incharge for collecting the stock.	Ward -Incharge	Indent form
2.	The ward boy/aaya shall collect the listed items from the store after producing the indent form to the Incharge. After providing the listed items the ward boy/aaya shall then undertake signature of the store-Incharge in the stock register.	Ward boy	Indent form, Stock register

Reference Standard: ME G4.2

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Issue of drugs in emergency condition

S No	Activity	Responsibility	Record
1.	Under emergency condition also the same protocol shall be followed as SOP for “ Dispensing of medicines at Pharmacy”		

Reference Standard: ME G4.2

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Maintaining near- expiry drugs

S No	Activity	Responsibility	Record
1.	The pharmacy shall always arrange drugs in a First - In First – Out (FIFO) basis.	Pharmacist	Stock register
2.	Near expiry drugs shall always be kept in the front row so that the same is dispensed off early before their expiry date. EEFO basis.	Pharmacist	Stock register
3.	Periodic stock check of drugs and consumables shall be carried out to ensure that there is no expiry drugs present in the pharmacy.	Pharmacist	Stock register
4.	The expired drugs identified shall be kept segregated away from other drugs.	Pharmacist	Stock register
5.	Double bin system or double shelf system shall be implemented to prevent stock out and to maintain lead time for next order.	Pharmacist	Stock register
6.	Buffer stock of 25% for vaccines/ and 10% for syringes shall be kept to prevent stock out	Pharmacist	Stock register

Reference Standard: ME G4.2

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Patient education on Drug administration

S No	Activity	Responsibility	Record
1.	After dispensing the medication the Pharmacist shall educate the patient on the following: <ul style="list-style-type: none">- Explain the dose, duration of the medication, route of administration and the instructions as to missed doses.- Discuss possible side effects, drug interactions and strategies to overcome them.	Pharmacist	Nil

Reference Standard: ME G4.2

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Medication Recall

S No	Activity	Responsibility	Record
1.	Medicine shall be recalled to pharmacy or CMS (Central Medical Store) in the following cases. <ul style="list-style-type: none">– On intimation from State Drug Authority about stopping the use of a particular drug.– On intimation from Central stores about the inaptness in particular drug supplied.– In case physical incompatibility is noted or reported (for e.g. visible contamination in IV fluid) of particular batch.	Pharmacist	Drug recall Register
2.	In case of a drug recall the entire pharmacy stock shall be checked. In case the same reason for recalling is evident in entire stock then the entire stock shall be removed from pharmacy.	Pharmacist	Drug recall Register
3.	The recalled drug stock shall be placed in a designated location away from the dispensing area.	Pharmacist	Drug recall Register
4.	The drug recall register shall be filled with the name of drug, quantity recalled and reasons for recall.	Pharmacist	Drug recall Register

Reference Standard: ME G4.2

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Prevention of Theft & Pilferage

S No	Activity	Responsibility	Record
1.	The Pharmacy Incharge shall be Responsible for all aspects of the security of drugs & consumables within the pharmacy, whereas the store-Incharge shall be responsible for managing the same in the stores.	Pharmacy-Incharge	Nil
2.	Access to the Pharmacy & stores shall be restricted to authorized personnel only.	Pharmacy - Incharge	Signage- "Admission with Approval only"
3.	Special consideration shall be given to the storage of controlled drugs.	Pharmacist	Nil
4.	Stock shall be kept to a level that is appropriate for the demand and replenishment of logistics.	Pharmacist	Stock Register
5.	The movement of all stock shall be recorded on the Pharmacy computer system. This will include orders, goods received, invoices raised, issues, returns, disposals and adjustments. Regular reports will be produced.	Pharmacist	Pharmacy software
6.	Monthly stock checks & surprise stock checks shall be undertaken by Chief Pharmacist.	Pharmacy - Incharge	Audit reports
7.	Security cameras can also be installed in the pharmacy & store room and near dispensing area for eye watching in case of any malpractice.	Pharmacy - Incharge	Nil

Reference Standard: ME G4.2

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Prescription of Narcotic Drugs

S No	Activity	Responsibility	Record
1.	Narcotic prescription shall be done in narcotic use form (prescription) for indoor patient's .Patient name, age, sex, IP no. shall be present along with the description of drug, dose, route, frequency, quantity for 24 hours. Doctor's full name, date of prescription and full signature shall be present in the Narcotic prescription.	Consultant, Pharmacist	Narcotic prescription
2.	In case a narcotic is needed for excess quantity more than 24 hours, the consultant under which the patient is admitted shall write in the narcotic prescription as super prescription for narcotics and shall sign. The consultant doctor shall mention in the quantity column for how many days it is needed.	Consultant, Pharmacist	Narcotic prescription
3.	The prescribing practitioner shall be responsible for the appropriate usage of medications as per the law and regulations (Narcotic Drugs & Psychotropic substance Act.	Consultant, Pharmacist	Narcotic prescription

Reference Standard: ME G4.2

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Purchase of External Supplies & Goods

S No	Activity	Responsibility	Record
1.	Only in case of stock out and emergency requirement shall local purchase of drugs & consumables be made.	Incharge, Store-Incharge, RMO,Civil Surgeon	Inventory Register
2.	Local purchase shall be made only from list of approved vendors.	Incharge, Store-Incharge, RMO,Civil Surgeon	List of approved Vendors
3.	An open tender system shall be used for selection of vendors.	Incharge, Store- Incharge RMO,Civil Surgeon	EOI
4.	Wherever necessary qualification/ pre qualification/ eligibility of the suppliers will be prepared by the Incharge	Incharge	

Reference Standard: ME G4.2

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Cleaning of Pharmacy

S No	Activity	Responsibility	Record
Cleaning of shelves			
1.	<ul style="list-style-type: none"> – Use a clean cloth for cleaning of shelves. – First transfer the contents from the shelves, (e.g. boxes, strips, bottles etc.) to an empty tray/table if any. – Wipe the shelf clean with the cloth to remove dust. – In case of rigid stains/smudges, use water for cleaning. – After completion, place the medicines appropriately back onto the shelves. – Place the cloth in an area allocated for cleaning materials. – Repeat the cleaning of shelves after every 2 weeks or before if required as per location and usage. – A cleaning register shall be kept to keep records of cleaning done. – After cleaning the pharmacist shall check whether all medications are kept at their labelled locations 	Nursing Orderly	Housekeeping checklist
Cleaning of Refrigerator			
2.	<ul style="list-style-type: none"> – Put off the refrigerator before starting cleaning. – Quickly transfer all the products from the refrigerator into an empty clean carton (or thermocol box if available). Take care that no medicines come in direct contact with the floor. (If an alternate refrigerator is available in the pharmacy, transfer the medicines to the second refrigerator, until the cleaning procedure is completed.) – After the refrigerator is emptied, clean it from the inside and outside with a clean wet cloth to remove 	Nursing Orderly	Housekeeping checklist

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	<p>any dirt and stains. Use a mild soap / detergent if necessary.</p> <ul style="list-style-type: none"> – Close the refrigerator door, and switch on the refrigerator. – After around half an hour, check that the temperature is attained in the refrigerator in different zones, using a thermometer. – Quickly place back all the products back in the refrigerator in their specified locations, in a neat manner. – Quickly close the door of the refrigerator and fill the cleaning register and temp log sheet. – Defrost the refrigerator from time to time (A schedule shall be fixed for this). – The refrigerator should be cleaned once in a month preferably after working hours on a non busy day, or when customer flow is low. 		
Cleaning of floor			
3.	<ul style="list-style-type: none"> – Clean the floor at the specified/allotted times. – Use a clean mop for cleaning. – Use a clean bucket, clean water and disinfectant/phenol. – Carefully clean all the areas of the floor and corners of the floor. Rub out any marks/smudges that do not go easily. – Refill the bucket with clean water if necessary. – At the end of cleaning, inspect & ensure that all the areas of the floor are clean. – Throw out the dirty water in the sink, clean the mop & bucket, and keep it back in the allocated place, so that 	Sweeper	Housekeeping checklist

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	<p>it can be found the next time easily.</p> <ul style="list-style-type: none"> – Maintain registers to keep records of cleaning done. – Repeat the cleaning of the floor every day, and when necessary. Frequency may have to be increased to twice a day in the rainy season, when the floor gets mucky more often. 		
Cleaning of chemical spill			
4.	<ul style="list-style-type: none"> – Wear gloves and mask, place tissue paper/sponge on the spill and absorb the spill. – Put the absorbent paper/sponge in a black waste bag for disposal. – Pour sodium hypochlorite solution on the spill for 10 minutes and wipe of with wet mop – Then wet mop the area with disinfectant & water solution 	MO Stores/Storekeeper/Pharmacist/ Any person handling Chemical Reagents	

Reference Standard: ME G4.2

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Periodic random checking

S No	Activity	Responsibility	Record
1.	Yearly physical verification of inventory shall be done periodically including surprise visits by the Medical Officer, Stores.	MO, Stores	
2.	In the physical verification, storage condition of the drugs, temperature maintenance and stock verification as per the amount mentioned in the stock register & analysis of indicators shall be done.	MO, Stores	
3.	The discrepancies observed shall be documented in the audit report. Corrective action shall be taken on the discrepancies observed.	MO, Stores	

Reference Standard: ME G4.2